

# **Michigan's Long-Term Care Conference 2006**

**People, Partnerships, Possibilities**

**March 23-24, 2006  
Hilton Detroit, Troy**

**Hosted by the  
Michigan Department of  
Community Health**

# Conference Schedule

## Thursday, March 23

8:00 a.m.—8:00 p.m.

**Vendor Area Open**

8:30 a.m.—9:30 a.m.

**Registration & Networking Breakfast**

**Sponsored by ValueOptions**

Assembly Area & Ballroom

9:30 a.m.—10:30 a.m.

**Welcome & Plenary I**

**Sponsored by American House Senior Living Residences**

State and Federal Initiatives for Responsive and Effective Long-Term Care

*Janet Olszewski, Director, Michigan Department of Community Health and Susan Nedza, MD, MBA, FACEP, Chief Medical Officer, Region V, Centers for Medicare and Medicaid Services, US Department of Health & Human Services*

Ballroom

10:30 a.m.—10:50 a.m.

**Refreshment Break**

**Sponsored by Citizens for Better Care**

First Floor Assembly Area

10:50 a.m.—12:00 p.m.

**Workshops**

12:00 p.m.—1:15 p.m.

**Luncheon Program**

**Sponsored by AARP Michigan**

Michigan's Direction in Long-Term Care

*Jan Christensen, J.D., MSW, Acting Director, Office of Long-Term Care Support & Services*

Ballroom

1:15 p.m.—1:30 p.m.

**Refreshment Break**

**Sponsored by United Cerebral Palsy of Michigan**

Assembly Area

1:30 p.m.—2:40 p.m.

**Workshops**

3:00 p.m.—3:45 p.m.

**Plenary II**

**Sponsored by AARP Michigan**

State Leadership for Long-Term Care

*Charles Reed, Chair, AARP's National Legislative Council & Long-Term Care Committee; Retired Deputy Secretary, Washington State Department of Social and Human Services*

Ballroom

4:00 p.m.—5:10 p.m.

**Workshops**

6:00 p.m.—8:00 p.m.

**Conference Reception**

**Sponsored by AARP Michigan**

*Introduction of Michigan's Long-Term Care Commission by Senator Deborah Cherry*

Assembly Area

# Conference Schedule

## Friday, March 24

8:00 a.m.—4:00 p.m.

**Vendor Area Open**

8:00 a.m.—9:00 a.m.

**Registration & Networking Breakfast**

**Sponsored by ValueOptions**

Assembly Area & Ballroom

9:00 a.m.—9:05 a.m.

**Welcome**

Ballroom

9:15 a.m.—10:15 a.m.

**Workshops**

10:15 a.m.—10:30 a.m.

**Refreshment Break**

**Sponsored by Michigan Association of Centers for Independent Living**

Assembly Area

10:30 a.m.—11:40 a.m.

**Plenary III**

**Sponsored by AARP Michigan**

Facing the Future—Understanding the Growing Challenge of Long-Term Care

*Robert B. Friedland, Ph.D., Director, Center on an Aging Society, Health Policy Institute, Georgetown University*

Ballroom

11:40 a.m.—1:00 p.m.

**Luncheon Program**

**Sponsored by AARP Michigan**

Working Together for a Better Long-Term Care System

*Representative Rick Shaffer*

Ballroom

1:15 p.m.—2:25 p.m.

**Workshops**

2:25 p.m.—2:35 p.m.

**Refreshment Break**

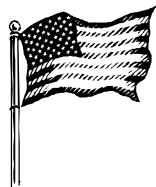
**Sponsored by Michigan Disability Rights Coalition**

Outside of the workshop rooms

2:35 p.m.—3:45 p.m.

**Workshops**

AMERICAN HOUSE AD HERE



## AMERICAN HOUSE



**Pleased to be the Plenary I Sponsor at Michigan's Long-Term Care Conference**

## Featured Speakers

- ✿ **The Honorable Rick Shaffer**, State Representative & member, Governor's Long-Term Care Task Force  

Representative Rick Shaffer, R.N., was elected 59th District Representative to the Michigan House of Representatives in 2002. He serves on the Michigan House of Representatives Appropriations Committee and four Appropriations subcommittees. He was appointed in 2004 to Governor Granholm's Medicaid Long-Term Care Task Force. Representative Shaffer was a nursing home administrator for over 25 years in southwest Michigan, and served as Director of Three Rivers Area Hospital Homecare and Hospice, immediately preceding his election to the House.
- ✿ **The Honorable Deborah Cherry**, State Senator & member, Governor's Long-Term Care Task Force  

State Senator Deborah Cherry was elected to the State Senate in 2002. Prior to that, she served in the Michigan House for six years. Her past experience includes serving as a program coordinator for the Valley Area Agency on Aging, as Assistant Director for the Detroit Street Senior Citizens Center, and as a Program Analyst for the Michigan Office of Services to the Aging.
- ✿ **Janet Olszewski**, Director, Michigan Department of Community Health  

Ms. Olszewski was appointed Michigan Department of Community Health Director in 2003. She served from 2000-2003 as Vice President for Government Programs and Regulation at M-CARE, a non-profit managed care company owned by the University of Michigan. Prior to joining M-CARE, she spent 23 years with the State of Michigan, working for Office of Services to the Aging, Department of Public Health, and for Medicaid Quality Improvement and Customer Services.
- ✿ **Susan Nedza, MD, MBA, FACEP**, Chief Medical Officer, Region V, Centers for Medicare and Medicaid Services, US Department of Health & Human Services  

Dr. Nedza serves Region V, Centers for Medicare and Medicaid Services, which reaches Minnesota, Michigan, Wisconsin, Illinois, Indiana and Ohio. She holds a faculty position as Adjunct Associate Professor, the Department of Emergency Medicine at the Feinberg School of Medicine of Northwestern University. She has spoken internationally about the implementation of practice guidelines and moving toward evidence-based practice.
- ✿ **Charles Reed**, Chair, AARP's National Legislative Council & Long-Term Care Committee; Retired Deputy Secretary, Washington State Department of Social and Health Services  

Mr. Reed currently serves as Customer Relationship Manager for Rhodes Consulting Services, Inc. and is a private consultant on long-term care issues. He was Assistant Secretary for Washington State Department of Social and Health Services (DSHS), Aging and Adult Services Administration prior to taking the Deputy Secretary position in the Department. DSHS is the umbrella agency for Medicaid and a wide variety of human services.
- ✿ **Robert Mollica, Ed.D.**, Senior Program Director, National Academy for State Health Policy  

Robert Mollica is the senior program director at the National Academy for State Health Policy in Portland, Maine. He conducts long-term care policy research and provides technical assistance to state policy leaders on a range of issues that include long-term care and assisted living. He has spoken widely on these topics during the past 15 years.
- ✿ **Susan Reinhard, RN, Ph.D., FAAN**, Professor and Co-Director, Rutgers Center for State Health Policy  

Dr. Reinhard is a nationally recognized leader in long-term care policy, practice, and research, with a strong focus on bridging these arenas. She currently directs two national initiatives to provide policy analysis and technical support to states. She is also the Director of the Community Living Exchange funded by the Centers for Medicare and Medicaid as well as the National Program Director for the Robert Wood Johnson Foundation's "State Solutions" program.

## Featured Speakers

- ✿ **RoAnne Chaney, MPA**, Health Policy Coordinator, Michigan Disability Rights Coalition  
RoAnne was appointed by the Governor to serve as Chairperson for the Medicaid Long-Term Care Task Force. Her areas of expertise are with long-term care, community integration, and meaningful consumer involvement. She serves as a Program Consultant with the Center for Health Care Strategies where she works on Medicaid managed care issues.
- ✿ **Brant Fries, Ph.D.**; Department of Gerontology, University of Michigan  
Dr. Fries is the originator of the concept of Resource Utilization Groups (RUG-III), a case-mix system for nursing home residents, used for Medicare payments to nursing homes and Medicaid payments in half of the states. He is the co-designer of the national Resident Assessment Instrument (RAI). The RAI's use is congressionally mandated, to assess all residents in virtually all nursing facilities in the United States.
- ✿ **Mary James, MA**; Department of Gerontology, University of Michigan  
Ms. James has held a variety of positions in Michigan state government for nearly 25 years, where she was instrumental in the development, administration, and evaluation of home and community-based services for people who are elderly and disabled. She established a statewide 1915c Medicaid waiver, known as MI Choice, as well as the companion state-funded Care Management program.
- ✿ **Jan Christensen, J.D., M.S.W.**, Senior Deputy Director, Health Policy, Regulation and Professions Administration, Michigan Department of Community Health  
Mr. Christensen currently serves as the Senior Deputy Director of the Health Policy, Regulation and Professions Administration for the Michigan Department of Community Health. The administration is responsible for the Department's health policy, including licensure and/or certification of health care facilities in the state; development of regulatory policies for health care delivery systems and the regulation of health professionals. Mr. Christensen also serves as the Interim Director of the office of Long-Term Care Supports and Services.
- ✿ **Irene Kazieczko**, Director, Bureau of Community Mental Health Services, Michigan Department of Community Health  
As Director of the Bureau of Community Mental Health Services, Ms. Kazieczko oversees the development, monitoring, managing, and delivery of public mental health services through 46 Community Mental Health Services Programs. Previously, she was Director of the Service Innovation and Technical Consultation Section for the Department of Community Health. Prior to that, Ms. Kazieczko served as Associate Program Director for the Center for Aging Education at Lansing Community College.
- ✿ **Patricia Anderson**, Vice President of Reimbursement, Health Care Association of Michigan  
Patricia Anderson educates Health Care Association of Michigan (HCAM) members on reimbursement policies and procedures, stays on top of trends and happenings impacting long-term care reimbursement systems, and advocates for member interests at the state level. Before HCAM, Pam spent 20 years with the Michigan Department of Social Services, 15 of which were spent in positions dealing directly with long-term care issues.
- ✿ **Robert B. Friedland, Ph.D.**, Director, Center on an Aging Society, Health Policy Institute, Georgetown University  
Dr. Friedland is the founding Director of the Center on an Aging Society. He has a wide range of research and public policy experience, including Chief Economist for Maryland's Medicaid program, and Senior Research Associate at the Employee Benefit Research Institute. He wrote *Facing the Costs of Long-Term Care*, and was awarded the 1992 Elizur Wright Award by the American Risk and Insurance Association.
- ✿ **Richard Wiener**, Principal, Wiener Associates  
Richard Wiener is a Principal and Founder of Wiener Associates, a Governmental Affairs Law Firm specializing in legislative and administrative lobbying, regulatory law, and grassroots advocacy. He founded the firm in 1989 and recently returned after serving as Chief of Staff to Michigan Governor Jennifer M. Granholm. The firm represents a number of consumer based organizations in the area of health care and developmental disabilities advocacy.

# Workshops

**Thursday, March 23**

**10:50 a.m.—12:00 p.m.**

## **Maintaining and Achieving Legal Autonomy**

How do guardianship and conservatorship rob individuals across the age spectrum of autonomy? What abuses exist in the guardianship system? What alternatives exist and what barriers need to be overcome for better utilization of these alternatives?

*Ellen Sugrue-Hyman, Esq., Director of Grants, The Arc of Michigan and Brad Geller, Esq., Assistant State Long-Term Care Ombudsman*

Promenade West Room

## **Choosing from the Array of Long-Term Care Supports and Services**

Many people are uncertain about their options for long-term care supports and services and don't know how to find reliable information. This session provides an overview of the array of options, how to get information and make decisions, and what to do when you get stumped.

*Marion Owen, Tri-County Area on Aging and Mark Bomberg, Chief Operating Officer and Program Director for the MI Choice Program, UPCAP; and Lisa Knapp, Program Director, Capital Area Center for Independent Living*

Maple B Room

## **Principles for System Reform**

What principles should we hold onto through periods of change? Discuss principles such as “money follows the person,” self-determination, choice, valued workforce, quality, and person-centered planning and how they are relevant to models such as managed care and integrated models of care.

*Norm DeLisle, Executive Director, Michigan Disability Rights Coalition and Mary Ablan, Director, Area Agencies on Aging Association of Michigan*

Maple C Room

## **Person-Centered Planning 101**

Person-centered planning was the cornerstone of the Long-Term Care Task Force report. This session provides an introduction to the concepts of person-centered planning, and how the process can serve consumers and guide providers' work. Session is for consumers, families, and providers.

*Tari Muniz, Grant Manager, Michigan Department of Community Health and Dorothy Granberry, Tri-County Area Agency on Aging*

Northfield B Room

## **Defining and Achieving Quality**

How do we determine quality/ How do we understand the consumer's view of quality? This session will include the work of the Quality Collaboration, a consumer and provider advisory group that worked on quality initiatives within the MI Choice program.

*Pam McNab, Long-Term Care Specialist, Michigan Department of Community Health;; RoAnne Chaney, MPA, Health Policy Program Coordinator, Michigan Disability Rights Coalition; and Alison Hirschel, Esq., Michigan Poverty Law Program*

Northfield C Room

## **Coaching Supervision for Consumers and Others**

Introduction to a different approach to supervising based on relationships and accountability that works for everyone. Coaching supervision can be used by consumers who directly employ staff and by all others working in service organizations.

*Maureen Sheahan, Michigan Practice Specialist, Paraprofessional Healthcare Institute*

Northfield A Room

# Workshops

## Thursday, March 23 continued

**10:50 a.m.—12:00 p.m. continued**

### **Promoting the Employment of Persons with Disabilities**

How can one have a good-paying job, save money and still maintain Medicaid healthcare? Learn how Michigan's Freedom to Work Act works, who it works for and how to access it. Also learn about current efforts to remove barriers to employment.

*Joe Longcor, Project Manager, Michigan Medicaid Infrastructure Grant, Michigan Department of Community Health and R. Anthony "Tony" Wong, Director of Advocacy, Michigan Association of Centers for Independent Living*

Promenade East Room

### **Interactive Resource Room**

Oak Room

### **Cracker Barrel Session Room**

Boardroom

**1:30 p.m.—2:40 p.m.**

### **Options for Managed Long-Term Care**

Other states' efforts to develop prepaid health plan models that support long-term care. Dr. Mollica will describe and contrast several states' approaches to achieving managed care arrangements that allow the dollars to follow the person into the most appropriate setting, and the strategies, challenges and benefits that have emerged.

*Robert Mollica, Ed.D., Senior Program Director, National Academy for State Health Policy*

Maple B Room

### **Aging and Disability Resource Centers (ADRC)**

A national perspective on the ADRC efforts and ADRC best practices at work in other states. ADRCs serve as comprehensive resources from which to obtain information and assistance in planning for and accessing long-term care services, including assistance with planning for long-term care financing, benefits outreach and options counseling. Michigan's ADRC project will be presented, with a focus on developing a Housing Locator System and using care planning and coordination software.

*Jane Church, Long-Term Care Specialist, Office of Services to the Aging and Susan Reinhard, RN, Ph.D., Co-Director, Rutgers Center for State Health Policy*

Northfield C Room

### **Advocacy 101: Crafting Your Message and Using it in Grassroots Advocacy**

Take your life experiences and turn them into influential messages that impact the thinking of policymakers. Hear from professional lobbyists about effective ways to make your voice heard in Lansing and Washington, D.C.

*Denise Bryant, Consumer and Richard Wiener, Principal, Wiener Associates*

Promenade West Room

### **Self-Determination in Long-Term Care**

Michigan's Cash & Counseling grant is developing self-determination options in four MI Choice waiver sites, with plans to expand statewide. Learn about the model and progress in the pioneer sites.

*Tari Muniz, Grant Manager, Michigan Department of Community Health and Dorothy Granberry, Tri-County Area Agency on Aging*

Northfield B Room

# Workshops

## Thursday, March 23 continued

**1:30 p.m.—2:40 p.m. continued**

### **The Consumer Voice in Quality Management**

This session will provide information regarding the Participant Outcome Survey Instrument and the Participant Experience Survey. The discussion will include the role of consumers as a source of information and as interviewers.

*Carolyn Lejuste, Ph.D., Program Manager, Michigan Disability Rights Coalition and Mary James, MA, Assistant Research Professor, Institute of Gerontology, University of Michigan*

Promenade East Room

### **Growing Numbers, Growing Needs: Dementia Care in the 21st Century**

Learn about the key elements for quality dementia care, education and training resources for providers and competencies for caregivers.

*Kim Walsh, MS, Program Director, Alzheimer's Association—Michigan Great Lakes Chapter; Julie Sowa, Director of Respite, Alzheimer's Association—Greater Michigan Chapter; Suzann Ogland-Hand, Ph.D., Director, Center for Senior Care, Pine Rest Christian Mental Health Services; and Maureen Sheahan, Michigan Practice Specialist, Paraprofessional Healthcare Institute*

Northfield A Room

### **Recent Federal Initiatives to Support Responsive Long-Term Care Systems**

This session provides a closer look at federal initiatives affecting long-term care. These include the recent Deficit Reduction OBRA changes to Medicaid, the Medicaid strategic plan for long-term care, and other related topics.

*Susan Nedza, MD, MBA, FACEP, Chief Medical officer, Region V, Centers for Medicare and Medicaid Services*

Maple C Room

### **Interactive Resource Room**

Oak Room

### **Cracker Barrel Session Room**

Boardroom

**4:00 p.m.—5:10 p.m.**

### **Who Uses Medicaid Long-Term Care Services: A Look at the Data**

Using assessment data, the presenters will describe the care needs of the diverse Medicaid population and compare consumers in different programs. Includes data from a project that compared MI Choice and Home Help assessment instruments.

*Mary James, MA, Assistant Research Professor, Institute of Gerontology, University of Michigan; Brant Fries, Ph.D., Institute of Gerontology, University of Michigan; and Steve Bachleda, Michigan Department of Community Health*

Northfield B Room

### **Single Points of Entry (SPE): Moving Toward the Pilots**

This session will review Michigan's Single Points of Entry Request for Proposals. Selected features of local proposals will be overviewed; implementation issues and plans to address them will be discussed. In addition, the coordination of the ADRC project with the SPE pilots will be discussed.

*Jan Christensen, J.D., M.S.W., Senior Deputy Director, Health Policy, Regulation and Professions Administration, Michigan Department of Community Health and Robert Mollica, Ed.D., Senior Program Director, National Academy for State Health Policy*

Maple B Room



# Workshops

**Thursday, March 23 continued**

**4:00 p.m.—5:10 p.m. continued**

## **The Role of the Public Mental Health System in Long-Term Care**

How do long-term care consumers get their mental health needs met? What are the roles, options and limitations of long-term care programs and community mental health service programs?

*Irene Kazieczko, Director, Bureau of Community Mental Health Services, Michigan Department of Community Health; Mary Rehberg, Manager, OBRA/PASARR Program, Bureau of Community Mental Health Services, Michigan Department of Community Health; and Judy Webb, Bureau of Community Mental Health Services, Michigan Department of Community Health*

Northfield C Room

## **Forming and Supporting a Local Advocacy Action Group**

The Community Consortium, administered by the Michigan Disability Rights Coalition, is developing a broad network of informed consumers and families to provide input on long-term care issues. Consortium actions to promote knowledge and involvement by locally-based consumers and advocates will be described with tips for making these groups come to life in your community. The consumer role in effecting change with Single Points of Entry Pilots will be discussed.

*Carolyn Lejuste, Ph.D., Program Manager, Michigan Disability Rights Coalition; Kathy McGeathy, B.A., Community Supports Advocate, The Disability Network—Flint; Sue Hart, Facilitator, Leaders for Action Housing Advocacy Group, The Disability Network—Flint; Cyndy Viars, Systems Change Facilitator, Disability Advocates of Kent County; and Quintin Williams, Center for Community Access*

Promenade West Room

## **Greater Independence Through Assistive Technology**

A demonstration of low- and hi-tech devices and software that give one greater independence at home and in the community.

*Sara Menzel, Manager, UCP Michigan AT Center and Glen Ashlock, AT/IP Program Manager, Ann Arbor Center for Independent Living*

Promenade East Room

## **Apprenticeships: They Are Not Just for Electricians and Plumbers**

Apprenticeship is a proven method to train and recognize “highly skilled” occupations and this strategy is coming to health care occupations. Learn about US Department of Labor apprenticeships being piloted in Michigan for direct support professionals, CNAs, and home health aides.

*Maureen Sheahan, Michigan Practice Specialist, Paraprofessional Healthcare Institute; Jeanne Konrad, MPH, Site Coordinator, Health Career Lattice Program, W.E. Upjohn Institute for Employment Research; and Dave Jackson, Michigan Department of Labor and Economic Growth*

Northfield A Room

## **Medicaid Long-Term Care Task Force: Where Are We Now?**

An update on the Governor’s initiatives in response to the Medicaid Long-Term Care Task Force recommendations, including the Single Points of Entry Request For Proposal, appointment of the Long-Term Care Commission, establishment of the Office of Long-Term Care Supports and Services, and other current activity.

*RoAnne Chaney, MPA, Health Policy Program Coordinator, Michigan Disability Rights Coalition and Marsha Moers, Chairperson, Michigan Long-Term Care Commission*

Maple C Room

## **Interactive Resource Room**

Oak Room

# Workshops

## Thursday, March 23 continued

**4:00 p.m.—5:10 p.m. continued**

### **Cracker Barrel Session Room**

Boardroom

## Friday, March 24

**9:15 a.m.—10:15 a.m.**

### **The Faces of Medicaid**

Who relies on Medicaid and what does it mean to them? Look beyond the budget conflicts and maze of programs to understand the impact of Medicaid in our lives and in our communities. Also, what do we know about the public's support for Medicaid?

*Sarah Slocum, State Long-Term Care Ombudsman and Jean Doss*

Maple C Room

### **State Initiatives in Nursing Facility Transition**

This session includes a review of transition initiative experiences in Michigan and in other states and shares success stories. Michigan's recently completed transition project will be presented, with an emphasis on characteristics of and costs for services for the individuals who participated in the Michigan project.

*Susan Reinhard, RN, Ph.D., Co-Director, Rutgers Center for State Health Policy and Earlene T aylor Neal, MSW, Director, Housing & NFTI, Detroit Area Agency on Aging*

Maple A Room

### **Family Councils as Agents of Change**

Family councils can be a positive force in nursing facility operations. Learn about training and support for this model and hear success stories from people involved in it.

*Sarah DeDonatis, Elder Abuse Prevention Specialist, Family Council Specialist, Citizens for Better Care, Detroit and Marti Adrian, Family Council Specialist*

Northfield A Room

### **Supporting the Family Caregivers**

80% of long-term care is provided by unpaid caregivers, typically a family member. How can we support caregivers in this critical role? What supports, services, and financial assistance exist for caregivers? How can caregivers evaluate their continuing ability to provide care and determine when to work with providers?

*Bonnie Graham, Director, Quality Operations Division, Office of Services to the Aging and Pam Curtis, Community Services Director, Senior Resources*

Northfield B Room

### **Background Checks and Training for a Better Workforce**

Learn about a national grant to develop an effective background check system for long-term care workers. This system involves new legislation, funding, and infrastructure necessary to mandate and operate a standardized system of background checks for workers. Also learn about a new training initiative aimed at strengthening the workforce. In addition, learn more about the Adult Abuse and Neglect Prevention Training Program, which includes staff empowerment, culture change and person-centered care.

*Jan Christensen, J.D., M.S.W., Senior Deputy Director, Health Policy, Regulation and Professions Administration, Michigan Department of Community Health; Lori Post, Ph.D., Director, Interdisciplinary Research and Outreach, College of Communication Arts and Sciences, Michigan State University; and Lauren Swanson, MA, Office of Services to the Aging*

Maple B Room

# Workshops

## Friday, March 24 continued

**9:15 a.m.—10:15 a.m. continued**

### **Regional Skills Alliances—Partnerships for Workforce Solutions**

The Michigan Regional Skills Alliances are partnerships that are formed by employers that work together in a specific area to improve the workforce sector. By focusing on Long-Term Care employers, the network is beginning to customize its recruitment, screening tools and training to better meet the diverse needs of this specific sector. Regional Skills Alliances have been the catalyst for more training for direct care workers. In this session, you will have the opportunity to learn more about the tools they are using to better the long-term care workforce.

*Diana Carpenter, Manager, Regional Skills Alliance, Michigan Department of Labor and Economic Growth; Jean Peters, Program Development Coordinator, Northwest Michigan Council of Governments; and Pam Gosla, CWDP, Research and Education Officer, South Central Michigan Works!*

Northfield C Room

### **Designing Livable Communities**

Land use advocates argue for compact neighborhoods where citizens can walk or roll to jobs, services and other aspects of community life. This workshop will 1) connect neighborhood planning issues to the needs of the coming boom of people who will use long-term care services and 2) suggest advocacy efforts to influence planning on one's community.

*Linda Potter, Executive Director, United Cerebral Palsy of Michigan and Sherri King, Health & Wellness Specialist, Office of Services to the Aging*

Promenade East Room

### **Interactive Resource Room**

Oak Room

### **Cracker Barrel Session Room**

Boardroom

**1:15 p.m.—2:25 p.m.**

### **Changing the Culture of Residential Programs**

Discussion of innovative models such as the Eden Alternative, Greenhouses, and the Pioneer movement, and the implications for the experience of residents, facility design, staffing and program management. Learn how various stakeholders are contributing to these efforts.

*Darlene Smith, RN, DON, Pinecrest Medical Care Facility; Mary Ellen Davis, Presbyterian Villages of Michigan; Marla DeVries, Training Coordinator, BEAM; and Nancy Jackson, Executive Director, Citizens for Better Care*

Maple A Room

### **Working Together to Provide Quality End of Life Care**

Hospice is a benefit offered by private health insurers as well as a benefit covered under Medicare and Medicaid. Hospice is not a setting; it can be an option in a variety of living arrangements. Learn about the options for hospice services, the benefits and how to discuss it with your family.

*Brenda Schoenherr, RN, NHA, BBL, MBA, Program Director, In-House Hospice and Jan Nowak, LBSW, QMRP*

Promenade East Room

### **Know Your Rights and How to Protect Them**

Where does the consumer go when they need help? Information for consumers and others concerned about rights issues. Topics include Adult Protective Services, administrative hearings, legal services, mediation and problem solving.

*Rachel Richards, APS Department Analyst, Office of Adult Service, Michigan Department of Human Services; Roslyn Walton, Long-Term Care Ombudsman; Linda Phillips, Long-Term Care Ombudsman; and Brad Vauter, Esq., Elder Law of Michigan*

Maple B Room

# Workshops

## Friday, March 24 continued

**1:15 p.m.—2:25 p.m. continued**

### **Consumer Cooperatives: Controlling Your Services *and* Your Organization**

This initiative developed a model in which consumers and family members assume responsibility for their outcomes and take control of the resources needed to achieve them. This session provides the outcome of this initiative, lessons learned, and recommendations for future co-ops.

*Theresa Walczak, Associate Director; Lee Ann Snyder, Board Secretary; and Michael DeWaters, President, Board of Directors, all of Bridge Recovery Independent Network Cooperative South*

Northfield A Room

### **Michigan Quality Community Care Council (QCCC)**

This organization helps consumers find home care providers. It also helps direct care staff find employment opportunities. Learn about the QCCC and its efforts in direct care staff recruitment and training. How it was developed and what it does to support direct care workers will be described.

*Susan Steinke, Executive Director, Michigan Quality Community Care Council and Denise Juran, Direct Care Provider*

Northfield B Room

### **Telemedicine: Bringing Technology Home**

Learn how home healthcare providers are using this exciting technology to help individuals manage health conditions and remain living in their homes.

*Mary Ann Rayrat, MSN, St. John Home Care*

Northfield C Room

### **Solving the Panic of Finding Long-Term Care When a Hospital Stay is Ending**

Many people face a hospital discharge without much planning and information to address their care and support needs. Families often have only a couple of days, even hours, to arrange follow-up care. This session will offer information about approaches that lead to a more effective, timely planning process so as to avert the “three-day crisis.”

*Lois Hitchcock, Information and Referral Specialist, Citizens for Better Care; Sue Eby, Michigan Department of Community Health; R. Anthony “Tony” Wong, Director of Advocacy, Michigan Association of Centers for Independent Living; Marjorie Sandoval, RN, CRRN, Rehabilitation Nurse Consultant, Capital Area Center for Independent Living*

Maple C Room

### **Interactive Resource Room**

Oak Room

### **Cracker Barrel Session Room**

Boardroom

**2:35 p.m.—3:45 p.m.**

### **Healthcare Providers Collaborate for Better Outcomes**

Different organizations with varying missions can collaborate to meet common goals. Learn approaches to assist your organization reach beyond its boundaries and partner in order to best meet the health and well-being of Michigan’s elders. We can accomplish effective changes when we work together rather than in adversarial ways.

*Susan Burns, Director, Marketing and Public Relations; Alina Pabin-Prusak, BSW, MUP, Manager, Long-Term Care Outreach; and Teri Aldini, RN, MSA, Project Manager, all of Michigan Peer Review Organization*

Maple C Room

# Workshops

**Friday, March 24 continued**

**2:35 p.m.—3:45 p.m. continued**

## **Transitioning to Home: Assisting Nursing Facility Residents to Plan and Accomplish a Move to Independence**

Transition coordinators will discuss their use of person-centered planning to design and facilitate people wanting to transition, so that success can be achieved. Best practices and state policy elements associated with transition will be reviewed. Videotaped interviews with individuals who transitioned will be shared.

*Ellen Weaver, Director, Capital Area Center for Independent Living; Earlene Traylor Neal, MSW, Director, Housing & NFTI, Detroit Area Agency on Aging; and Joyce Engelbert, LPN, MSW, Transition Specialist, Area Agency on Aging of Western Michigan*

Maple A Room

## **Healthcare Coverage for Caregivers**

Large numbers of people delivering long-term care supports and services are among the state's 1.4 million uninsured. Michigan is developing a plan to extend health care coverage for low-income residents. Learn who the uninsured among the state's caregivers are, why they and their employers cannot afford health insurance and what's been done in other states to secure coverage for health care workers.

*Tameshia Bridges, Michigan Senior Health Policy Analyst, Paraprofessional Healthcare Institute*

Promenade East Room

## **Planning to Pay for Long-Term Care?**

A discussion of personal planning and financing strategies aimed at helping individuals control the course of their long-term care.

*Douglas Chalgian, CELA, and Amy Tripp, J.D., Chalgian & Tripp Law Offices, PLLC*

Northfield A Room

## **CNA Curriculum: The Road to Improvement**

Twenty years ago, federal law required each state to create a curriculum for training certified nursing assistants working in nursing homes. The Governor's Medicaid Long-Term Care Task Force recommended improving that curriculum. Learn more about that effort and share ideas on how the curriculum can and should be improved.

*Patricia Anderson, Vice President of Reimbursement, Health Care Association of Michigan; Lauren Swanson, MA, Office of Services to the Aging; Fran Vian, PHR, MBA, Recruiting and Employment Specialist, Tendercare, Inc.; and Hollis Turnham, Policy Director, Paraprofessional Healthcare Institute*

Northfield B Room

## **Michigan Model for Services for Persons with Traumatic Brain Injury (TBI)**

Learn how the Department of Community Health is implementing its systems change initiative to improve services for persons with TBI, including a statewide, web-based TBI training curriculum for public agencies.

*Manfred Tatzmann, TBI Project Director, Bureau of Community Mental Health Services, Michigan Department of Community Health, Michael Dabbs, President, Brain Injury Association of Michigan and Robert Piccirelli, Family Member*

Maple B Room

## **Palliative Care: An Array of Support and Comfort Care**

Learn how palliative care can be provided in long-term care and assisted living settings, with an emphasis on practical approaches to resident's comfort.

*Patricia Schmidt, DO, FACOI, Medical Director, In-House Hospice Solutions*

Northfield C Room

# Workshops and Vendors

Friday, March 24 continued

**2:35 p.m.—3:45 p.m. continued**

**Interactive Resource Room**

Oak Room

**Cracker Barrel Session Room**

Boardroom

Please visit the following vendors during the conference. They are all located in the Assembly Area near the Registration Desk, and will be available for the Thursday Evening Reception and all Refreshment Breaks.

**AARP Michigan**

**Chalgian and Tripp Law Offices, PLLC**

**Citizens for Better Care**

**Cross Match Technologies**

**Detroit Area Agency on Aging**

**Greystone**

**IGR**

**In-House Hospice Solutions**

**Metrostaff**

**MIG Grant/Freedom to Work**

**Pine Rest Christian Mental Health Services**

**United Cerebral Palsy of Michigan**

This conference is partially supported by funds from a Real Choice Systems Change Grant (#18-P-91663/5) from Medicare and Medicaid Services, U.S. Department of Health and Human Services.

## Conference Sponsors

*We wish to thank our conference sponsors for their generous support!*

AARP Michigan

Citizens for Better Care

Michigan Association of Centers for Independent Living

Michigan Assisted Living Association

Area Agencies on Aging Association of Michigan

Michigan Association of Homes and Services for the Aging

Michigan Disability Rights Coalition

Paraprofessional Healthcare Institute

The Arc Michigan

United Cerebral Palsy of Michigan

ValueOptions



*With Liberty and Access For All*

Proud sponsor of the  
Friday Afternoon  
Refreshment Break

**Michigan Disability Rights Coalition**

## **Conference Partners**

**We wish to thank our conference partners for developing this informative event!**

**AARP Michigan**

**Area Agencies on Aging Association of Michigan**

**Citizens for Better Care**

**Elder Law of Michigan**

**Michigan Assisted Living Association**

**Michigan Association of Centers for Independent Living**

**Michigan Department of Human Services**

**Michigan Department of Labor and Economic Growth**

**Michigan Disability Rights Coalition**

**Michigan Home Health Association**

**Michigan Hospice and Palliative Care Organization**

**Michigan League for Human Services**

**Michigan Office of Services to the Aging**

**Michigan Office of State LTC Ombudsman**

**Michigan Peer Review Organization**

**Michigan Poverty Law Program**

**Michigan Protection and Advocacy Services**

**Michigan Quality Community Care Council**

**Michigan Statewide Independent Living Council**

**Paraprofessional Healthcare Institute**

**The Arc Michigan**

**United Cerebral Palsy of Michigan**



## Conference Sponsors

### **AARP Michigan**

**We are proud to be a sponsor of Michigan's  
Long-Term Care Conference**

Thursday Luncheon Program

Plenary II

Plenary III

Thursday Evening Reception

Friday Luncheon Program

## Conference Sponsors

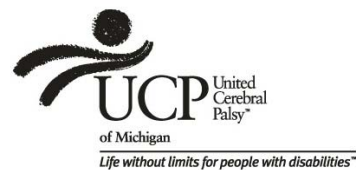
### **Citizens for Better Care**

Consumer advocacy and information agency for long-term care  
residents and their support people

We are pleased to be your Thursday  
Morning Refreshment Break Sponsor.

### **United Cerebral Palsy of Michigan**

Your Thursday Afternoon  
Refreshment Break  
Sponsor



### **Michigan Association of Centers for Independent Living**

Pleased to be the Friday Morning  
Refreshment Break Sponsor



# **ValueOptions**

**Developing and implementing managed behavioral health and Employee Assistance Program services**

**We are pleased to sponsor the following activities at Michigan's Long-Term Care Conference:**

**Conference Registration**  
**Thursday Networking Breakfast**  
**Friday Networking Breakfast**

## Conference Notes

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